

How home care agencies succeed with AI



Andy

Hi! I'm Tiantian

Princeton engineering >> Google Health >> Andy



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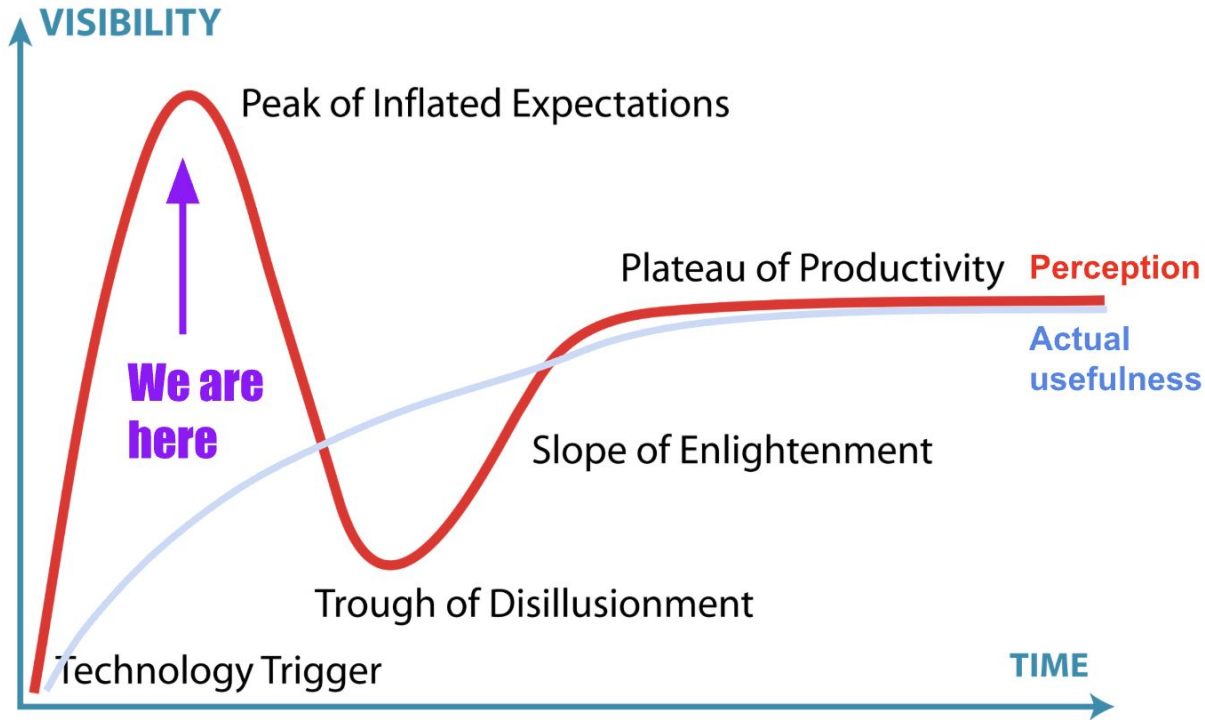
Why?

Labor shortages & rising costs
+
Declining reimbursements
=
Need for AI



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Hype does not always match reality



How to be successful with AI

1. What is AI?
2. Find the right product for your team
3. How to have a successful rollout with clinicians



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~~How to be successful with AI~~ How to avoid disappointment with AI

1. What is AI?

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AI makes its own rules



What is an AI worker?

Traditional software:
You work faster



AI software:
Does the work for you



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What is an AI worker?



What kinds of tasks is AI suited to do?

AI excels	AI has limitations
Repetitive and/or time consuming	Prototype does not equal product
Can be explained with clear-cut rules or examples	Must be taught 1 task at a time
Hard to do consistently	Requires bespoke integrations
Can tolerate some error	
<i>Or allows time for a human review</i>	



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What are your goals with AI clinical documentation?

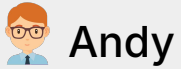
Desired outcome	Measurable ROI?
<u>Work/life balance</u>	<ul style="list-style-type: none">● Improved staff retention
<u>Time saving</u>	<ul style="list-style-type: none">● How much time per chart?● What do you want clinicians to do with the time back?● E.g. "30% more points" or "Eliminate overtime pay"
<u>Quicker turnaround</u>	<ul style="list-style-type: none">● What's your current turnaround? What is success?● E.g. "No more charting detention"
<u>Higher quality</u>	<ul style="list-style-type: none">● Reduce QA expense?● Reduced back-and-forth?● Improved case mix weight / quality scores?



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Problems that AI can solve for you

Clinical documentation



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apricot

Roger.

ybot

Freed

Tallio

Scheduling

ARYA HEALTH

axle
HEALTH

QA & coding



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DART Health

Olli Health

Intake

element5

Tennr

AI native EMRs

finalehealth

narrable

Non healthcare specific

Circleback.

Meeting
notes

Moonglow

Hiring

pilot

Bookkeeping

almă

Legal

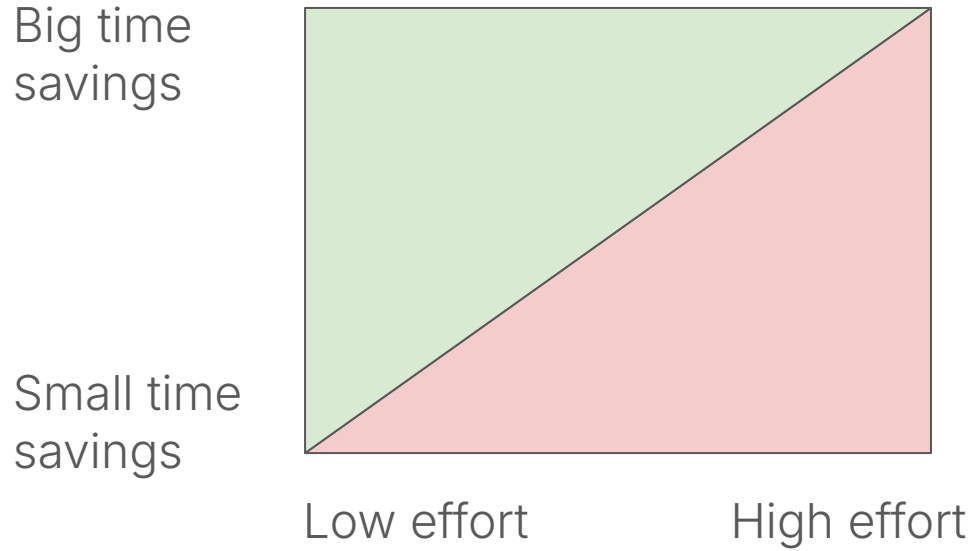
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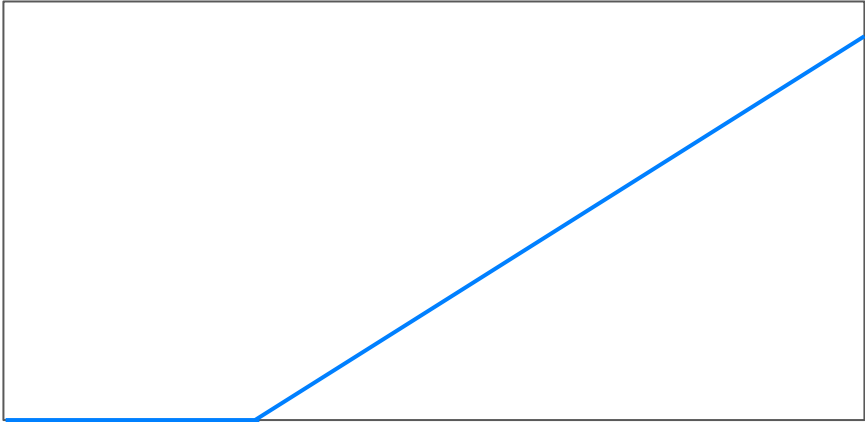
Look for 4x time savings



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Look for 30+ mins savings per task

Additional visits



Time savings

30 minutes



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Who are your champions?



Who they are

- DON/DCS/Admin
- QA
- Clinician

What they do

- Herd cats



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Who are your gatekeepers?



Who they are

- Leadership
- QA
- Clinicians

What they do

- "Have you thought about X"



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Who are your detractors?



Who they are

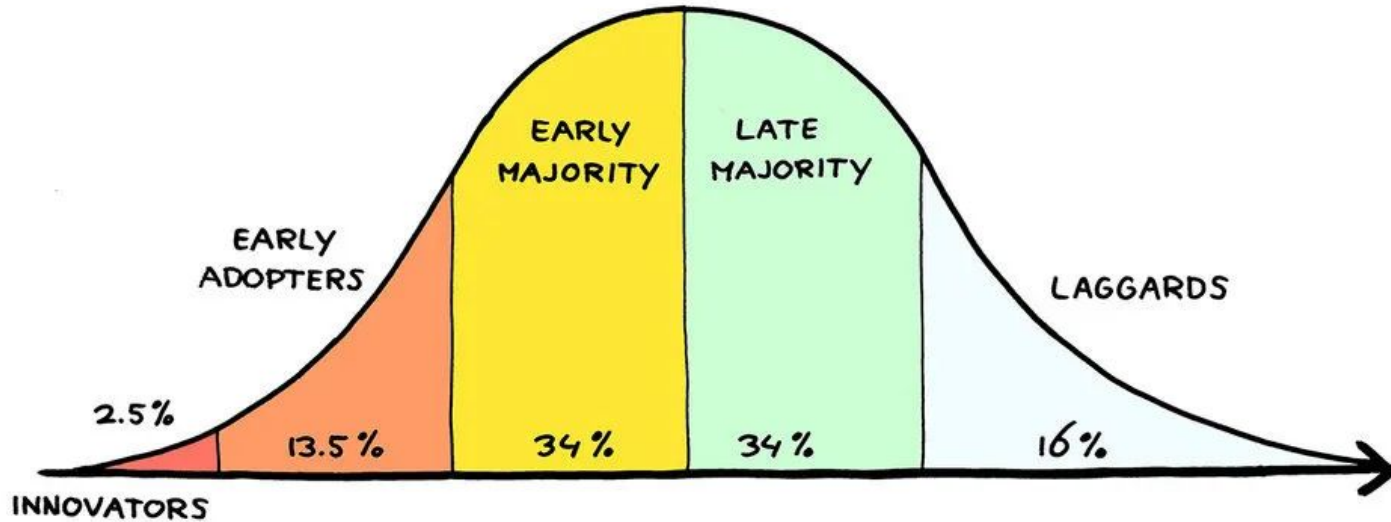
- QA
- Clinicians

What they do

- Spread (often legitimate) fear of change



Know your team: sequencing the rollout



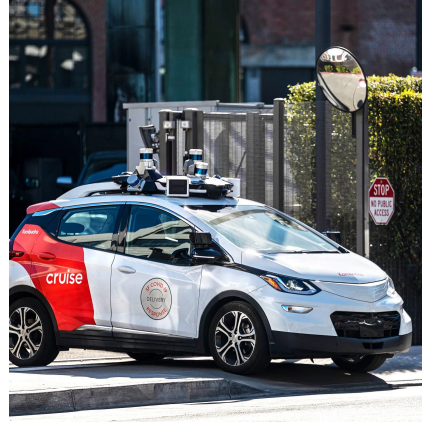
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A few final thoughts



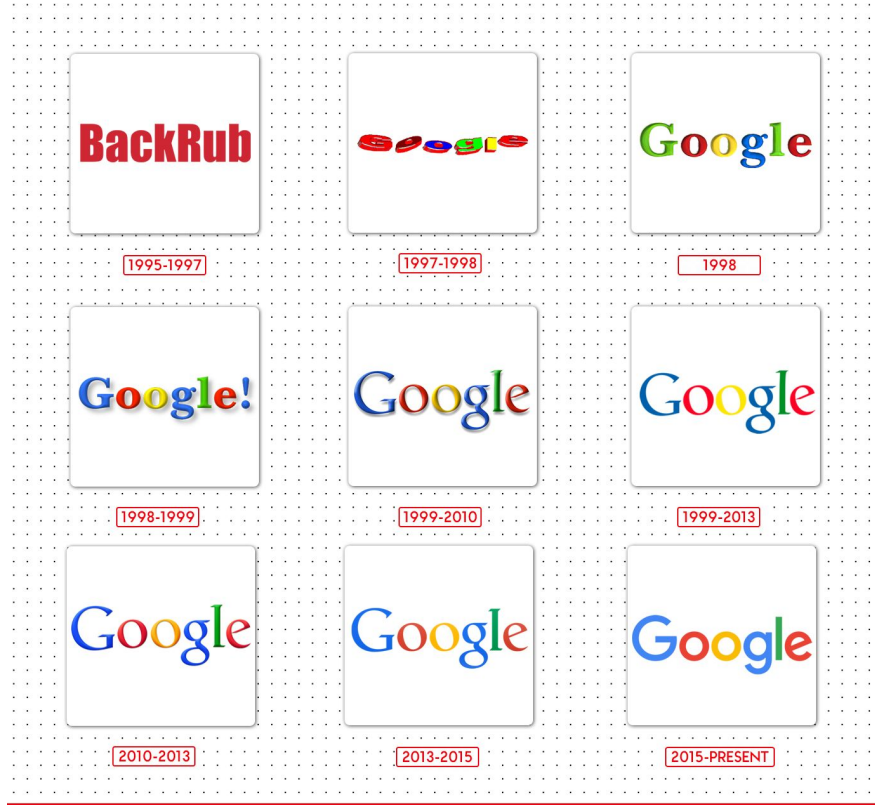
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Some AI workers are smarter than others



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Some AI workers are lifelong learners



Most decisions are easily reversible :)

“Fail fast”



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